



An Introduction to 24/7 Live Chat Support

Offering consistent customer experience
with one solution

Contacts

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CUGIC – Live Chat Solution

Why CUGIC?

What makes us different from others?

Cugic- Enhancing Customer Experience In Different Industries

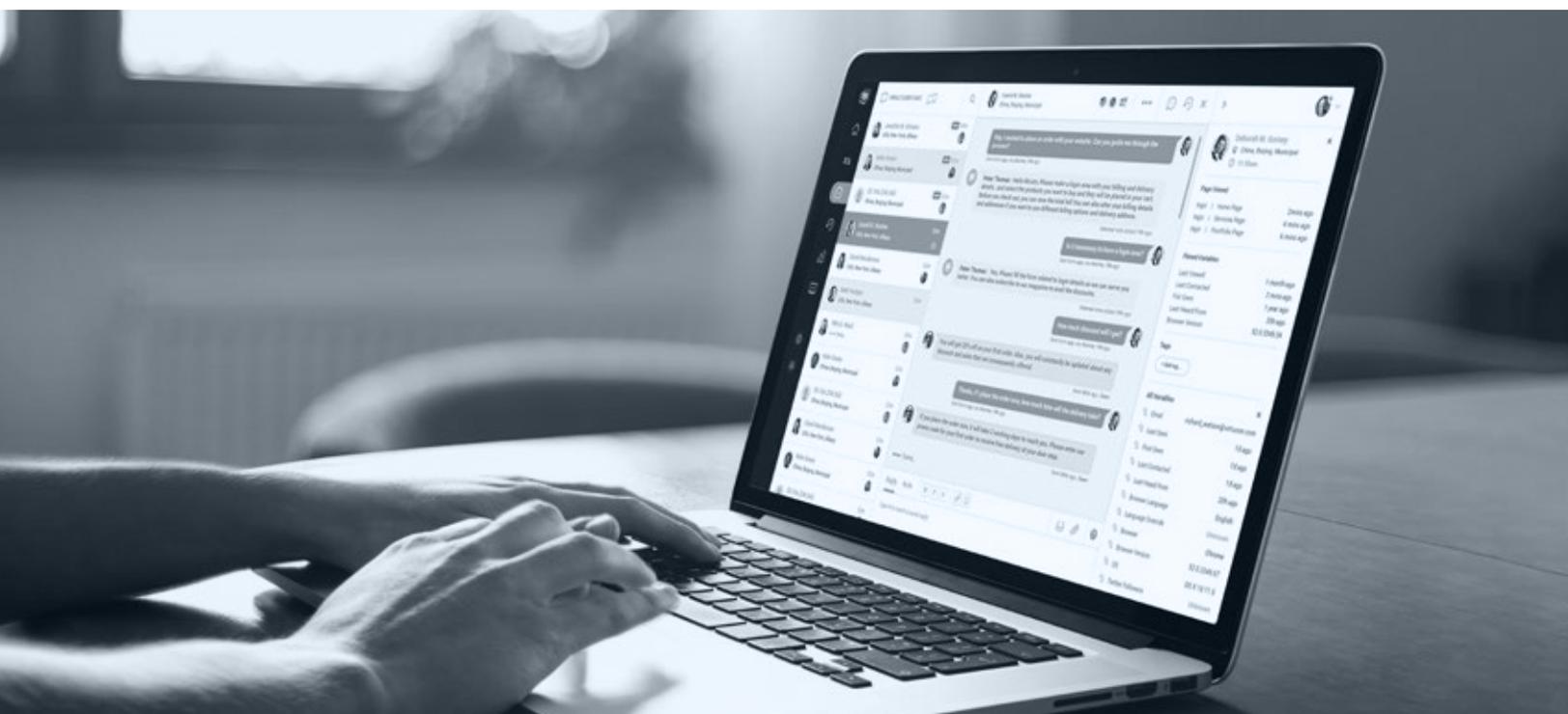
About Cugic

Executive Summary

Businesses today have increasingly become dependent on computer-based systems. Especially those that serve in the global markets must keep their systems running 24/7 to show their availability for their customers as a top priority. Customers seek to get quick services else they switch to competitor's brands move on to other similar product brands.. This has become a great threat for similar product brands when they feel their respective customers are moving on to other brands for better services and higher satisfaction level.

Phone calls, emails and social media sites do not work best for customer services anymore. Users are moving to live chat support as they look forward for quick response from the agents in regards to product knowledge, queries, and other relevant information. If the customers do not receive a fast reply, then they move on they leave. Hence, to keep your customers, with you need to a perfect customer service channel that can gives the highest customer satisfaction level and rises the rate of increase sales too.

In this whitepaper, we will discuss a revolutionary live chat solutions that not only enhances customer engagement but also increases conversion ratios.



Customer satisfaction! Words with deep insights.

The existing leading companies are successful as they believe in adopting a customer-centric culture in their organizations. Customer-centric culture means that the organizations are totally customer oriented or focus on keeping their customers at top priority. Companies such as Zappos, Amazon, USAA, Hilton Worldwide and many more to count, are the top rated customer-centric organizations as per the year 2017. The reason of them being such successful brands in the industry is that they care for their customers. They have strong interaction with their customers and are quick to respond them and solve their queries without any delay.

These leading brands use various strategies and channels to promote their products and services to engage with their customers. Among which, email marketing, call centers, social media channels are noteworthy. But there was a time when the popularity of these mediums reached the peaks of success for every product brand. As new trends and technology started to emerge in the marketing industry, these mediums were found flawless no more.

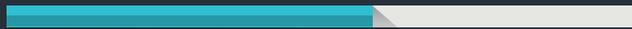
Initially telephones and letters were the only way for business owners to interact with their customers. Customers seek quick response which is not possible with letters as they did not reach the same day, as far as phone calls are concerned, customers started complaining that they had to hold on the call for quite long just to know the accurate answers to their queries. Then came in the new version of mail, e-mail aka electronic mails. Emails received a lot of fame in the field of business industry. Business owners were able to engage with their customers and resolve their queries via emails in just one click.

Emails are still being used by companies to communicate their promotional deals, launching of new products, appreciating their customers and sending in thank you notes to their customers. But what made the email trend face a downfall? There are several reasons to why emails are not preferred to be used more frequently nowadays. In this fast moving world everyone is in a hurry whether it's the traffic, people crossing the road, or customers waiting for reply. No one likes to waste even a single minute of their lives waiting for something or someone. Emails aren't flawless anymore as they too take time to reach the receiver. Customers do not receive the emails on time and then they move on your competitors for the similar service as you were not able to respond them on time. Moreover, harmful malwares and viruses are also being transferred via emails. Sometimes the attachments do not open in an email troubling both the owners and the customers. Then which is the right medium to interact with customers and provide them flawless and timeless services.

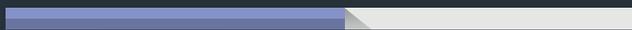
According to the current facts and figures, live chat has the highest satisfaction levels for any customer service channel, with 73%, compared with 61% for email and 44% for phone. Live chat is the leading customer satisfaction medium used by business owners to meet the needs of their customers and answering their queries there and then. Businesses have started opting live chat software on their respective websites so that the customers surfing their site can interact with the agents and get their answers at the same time. Quick response and active service made live chat the most preferable channel among customers. The internet facility has made people very fond of completing most of their work without any hassle or visiting the physical stores. It has made their lives easier as they can get hold of any information of the world on their devices in just one click. Whether it's online shopping, education, bank transactions, travelling, health care and what not, you have the access to everything in your hand.

Why do users prefer live chat over other channels?

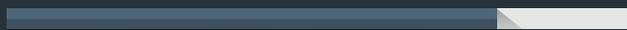
Chat usage has grown significantly since then, as technology has improved and more people have come to appreciate chat's convenience and functionality. Here are some stats that reflect chat's rise:



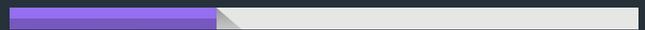
Chat adoption rates have risen from 38% in 2009 to 58% in 2014, which is a compound annual growth rate of 8.8% over that time.



53% of customers would prefer to use online chat before calling a company for support.



62% of customers expect live chat to be available on mobile devices, and if available, 82% would use it.



Chat volumes are projected to grow at a compound annual growth rate of 24% from 2014 to 2018.



Chat has become the leading contact source within the online environment, with 42% of customers using chat versus email (23%) or other social media forum (16%).

Shocking, isn't it!

Live chat software is the most convenient way to interact with customers. You get high conversion rates, happy satisfied customers, more visitors on the site, completely free service, talking with real person, higher sales rate, and much more.

Due to this fast running trend many new companies started to provide live chat services to business owners so that they can provide flawless customer services and increase their sales rate, beating their competitors in the market. But wait! Do you think by just having a live chat window on your website will do the work? No, it won't, unless you have an efficient and effective working chat software that provides you with facilities, making yours and your agents' lives easier and turns the web visitors to paid customers. Tough? No its not.

Welcome to CUGIC



CUGIC is the perfect live chat solution that provide you with various features making your visitors fall for your services and turning them into paid customers. CUGIC is not just an ordinary live chat software, it is way beyond your imagination. Versatile features, rapid and reliable services, customize chat window, analysis of customer satisfaction level, evaluation of agent's performance and covers more than 7 major business industries. CUGIC is the answer to all the problems a company may face to maintain a good customer-centric culture. CUGIC offers you the best services as they are available 24/7 to answer your queries and guide you with the product. But why should you choose CUGIC?



Why CUGIC?

CUGIC Helps In Customer Satisfaction

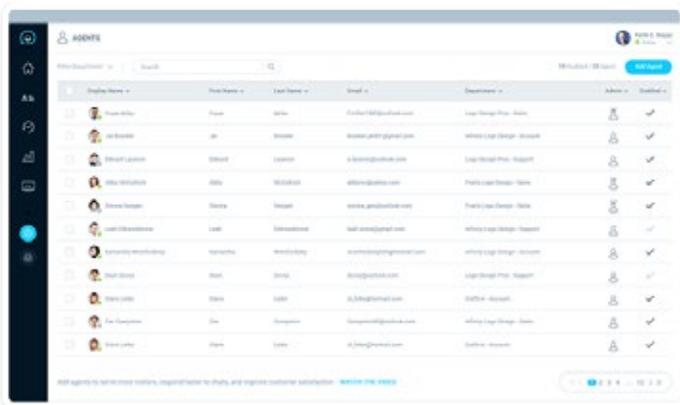
CUGIC is the best solution to all your problems. With CUGIC you can experience great customer satisfaction and increase your conversion rates by turning visitors into paid customers. CUGIC enables you to interact with your customers anytime and anywhere with any device.

With great tools and features you can respond to your customers' queries with in no time. Moreover, CUGIC offers you to keep a track of your website visitors and guide them through your website and introduce your products to them. CUGIC will also give you the report of the visitors' total visits on your website and its pages



CUGIC Helps Monitor Your Agent's Performance

CUGIC is not only customer oriented, but also business oriented too. CUGIC gives you the perfect chance to evaluate your agents' performance as per customer satisfaction level. You can fully keep a track of your agents and monitor their performances based on how many customers were unattended or not replied within time.



CUGIC Help Businesses Convert 3x More Customers

CUGIC is designed for businesses who want their customers to be in a long term relationship with them. Businesses serving in global markets must be available to their customers 24/7 so that their customers are attended whenever they visit the website for any assistance or to get answers for their queries. CUGIC provides businesses to get in touch with their web visitors in real time and guide them throughout their stay on the website. Businesses get to build strong relations with their customers and this automatically results in turning them into paid customers and clients.



CUGIC Helps Point Customers to the Right Direction

CUGIC is the only live chat software that allows you to track your web visitors on every page of your website. You can monitor the visits of the visitors and provide quick assistance when you feel they are stuck anywhere. With your assistance and guidance you can help them reach the right thing without wasting their and your time. All you need to make sure is that you're just one click away.

CUGIC Helps You Talk More and Save More

CUGIC live chat offers you to chat with more than 10 customers at one time. This factor increases the rate of customer satisfaction and helps increase the sales rate. An agent can easily respond to multiple customers' queries or guide them through your website.



CUGIC Helps Break the Language Barrier

Another great factor that lets you have CUGIC on your website. CUGIC offers you to interact with your customers in their own native language. Many customers feel shy or hesitate to talk to live chat agents due to different language, but CUGIC multilingual chat feature makes it easy for the domestic and international clients to come and interact in their native languages without any trouble.



CUGIC Helps Stay Connected From Any Device

It is essential to have a responsive live chat system which can help you determine the device your customer is using to visit your website. About 40% of the visitors come to your website through cellphones. CUGIC offers you to chat with your customers through any device which is convenient for both the parties.

What makes CUGIC different from others?

CUGIC provides you what others don't. Intriguing right!

CUGIC is the best live chat software that offers you features like none other. These features make your business and customer satisfaction easier for you. By opting CUGIC, you get the benefits of the following features offered by any other live chat



LIVE CHAT

CUGIC offers you to chat with your customers in real time and attend their queries as soon as they visit your website. This increases higher customer satisfaction level resulting in higher conversion rates.



POWERFUL ANALYTICS

CUGIC helps you to stay on the target and measure success of your business. It also allows you to measure the performance of your agents as per customer satisfaction. You can also identify problems before their execution.



24/7 CUGIC Support

For guidance regarding understanding our chat software, we are available 24/7 to help you experience a seamless Live Chat Experience with your customers.



Call & Video Support

No more lengthy and expensive international phone calls. CUGIC allows you to talk as much as you can directly from your device and connect with your customers instantly via audio and video calling service.



Social Media Integration

CUGIC caters your needs and therefore allows you to sync and connect your contacts with the most popular social media sites like Facebook and Twitter. You can use this feature to monitor queries instantly and cater them accordingly.

CUGIC - Enhancing Customer Experience In Different Industries

CUGIC is the perfect live chat support for your businesses that is designed to cater your needs as well as your customers. Higher customer satisfaction is the key to successful business. Customers today look forward to interact with those companies that offer good customer services and connect with them when they seek help. CUGIC caters different industries by providing them the best chat solution so that they can engage, interact and connect with their potential customers in a more efficient and smart way. CUGIC covers the following industries making their live chat more feasible and in reach to all their customers:



LIVE CHAT FOR REALTORS

Real Estate industries can now avail the amazing live chat software for their websites and enjoy fast, reliable and professional chat services with their customers. With the help of CUGIC, realtors can now respond to their customers providing them complete satisfaction and customer services for the benefit of the businesses.

LIVE CHAT FOR AUTOMOBILE

The Automobile industry can enjoy the benefits of quick chat services without any hassle or delay. The car dealers can get in touch with their customers anytime and sell them their best products and services before their competitors take the lead. With CUGIC live chat support Automobile dealers and owners can also have a video or audio call with customers anywhere across the globe without spending tons of money on international expensive calls.



LIVE CHAT FOR HEALTH CARE

CUGIC makes it easier for doctors and physicians to directly contact with their patients anytime and from anywhere. CUGIC offers fast and reliable live chat services that helps the healthcare industry to engage and interact with their patients, surgical and pharmaceutical dealers and other respective people across the globe in no time.



LIVE CHAT FOR EDUCATION

CUGIC gives a chance to the education providers to improve their relationships with the students and their parents by attending their queries instantly and providing them with the best professional responses. With CUGIC the live chat agents can handle more than 10 customers at one time providing satisfaction to each one of them without any delay in responses.





LIVE CHAT FOR LEGAL ADVISORS

CUGIC facilitates Legal Advisors to connect with their clients in real time and resolve their cases in no time. CUGIC live chat support offers clients and legal advisors to have excellent, hassle free chat services and online audio and video calls.

LIVE CHAT FOR HUMAN RESOURCE

Employees are the biggest asset of any organization. Recruiting the right human resource for your company could bring endless benefits for both employer and the employee. CUGIC offers Human Resource and Recruitment agencies an opportunity to tell their potential candidates about the best job prospective in the market and help them build their career for a brighter future.



LIVE CHAT FOR E-COMMERCE

People presently prefer to shop online as most of them either are very busy in their work or cannot pull out time to visit physical stores. While making an online purchase, it is really difficult to choose the best article from the bulk. At times there are lots of questions visitors come up with, which need to be answered promptly else they move on to other brands. This where CUGIC steps in for help. Online Shopping brands can now easily guide their customers to the right direction and respond to all their queries without making them wait.

LIVE CHAT FOR TRAVEL AGENCIES

With the increase in online travelling bookings, CUGIC brings the most convenient way of communication for travel agencies and their customers. Customers visiting their websites can now easily get hold of any information without wasting time on holding calls or waiting for emails. CUGIC gives you the quickest and steadfast chat services to provide the best and timely customer experience through their website to compete in the saturated travel industry.



CUGIC is the ultimate solution to your business, offering consistent customer experience through live chat support.

CUGIC stepped into the customer support arena a decade ago with a powerful chat software that started helping businesses all over the world in capturing customers' attention by interacting with them one-to-one. CUGIC offered a few but powerful tools that fulfilled the requirements of the enterprise customers, resulting in a number of businesses adopting CUGIC.

CUGIC is a premium live chat and a help desk software for small, medium and large-scale businesses. You can now convert your website visitors into happy paying customers almost anywhere; through the app, on your website or across social mediums. The solution also allows you to fully customize the chat experience to suit your brand, track website visitors, send proactive chat invitations, access all reports, and have admin rights and much more. More and more businesses today are converting their web traffic into sales and building strong relations with their customers on a much personal level, it's time you do the same for your business.

START WITH
CUGIC
TODAY AND GET A
14 DAYS
FREE TRIAL NOW.

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